



San Francisco Bay Area Federal Executive Board

News Update -- August 31, 2005



(L-R) GSA Administrator Stephen A. Perry, FEB Executive Director Dianna Louie and GSA Regional Administrator Peter Stamison.

GSA's Perry Addresses Bay Area FEB *Focus on customer service*

SAN FRANCISCO -- GSA Administrator Stephen A. Perry was the special guest of the San Francisco Bay Area Federal Executive Board (FEB) August 30 while in the city visiting his agency's regional office. During a roundtable discussion with several senior federal officials, Perry stressed the importance of customer service for the 100,000 federal civilian, military and postal workers within the Pacific Rim region serviced by GSA which stretches from the western U.S. to Diego Garcia in the Indian Ocean.

"Our business is to serve our federal customers to help them achieve their mission," noted Perry, who admitted that it wasn't too long ago when some considered GSA an unresponsive landlord. "We've changed and we're much more focused on our customers today."

Among recent GSA successes, Perry pointed out the challenge of working with the Department of Homeland Security to quickly establish hundreds of Transportation Security Agency offices throughout the nation and equipping them with everything from furniture and phones to vehicles. He also mentioned GSA's agile role with the U.S. Census Bureau in setting up leases for data collection and the agency's efforts in renovating U.S. court facilities.

During a question-and-answer session, Perry heard complaints about federal headquarters' decisions that often are at odds with the field office perspective.

"I've heard this before and there sometimes is a disconnect between national and regional needs," he said. "What we need to do is consider the consistencies and inconsistencies so we can communicate on the same level."

Local issues ranged from a short-term building lease for the U.S. Postal Service in South San Francisco in order to better manage an increase in mail from overseas military deployments to U.S. Mint concerns with seismic upgrades for an aging facility. Some agencies, including Health and Human Services and the Dept. of Labor, are scheduled to relocate to the new San Francisco federal building set to open next summer. Though it's drawn rave reviews from architectural critics, some employees aren't sure what to expect when they make the move in 2006. To help acquaint them with the new building, GSA is providing small tours and may also create a virtual online tour through its Website.

CFC Kickoff Set for September 1

OAKLAND -- The San Francisco Bay Area Combined Federal Campaign (CFC) will join their counterparts nationwide to kick off the 2005 charitable campaign. The event will take place at the Oakland Federal Building from 11 a.m. to 2 p.m. In addition to food and entertainment, a number of CFC-eligible organizations representing health and human service non-profit agencies will have information tables and booths set up. A keynote speaker, Dr. Larry Brilliant, is an international expert on communicable diseases who was involved earlier this year with tsunami relief efforts in Southeast Asia.

In light of the loss of life and property in the South due to Hurricane Katrina, the CFC and its eligible agencies involved in relief efforts make this year's campaign more important than ever.

"I'm requesting federal directors, managers and military commanders to attend the CFC kickoff," says H. Joan Ehrlich, chair of the 2005 campaign. "We raised over \$3.5 million last year and now that the San Francisco Bay Area CFC has joined forces with the Santa Clara/San Benito CFC, we expect to raise over \$4 million this year and we need everyone's help to achieve this goal."